

# Guidance for Preparation of the Emergency Notification Plan

Good planning means having a thought out process that has sufficient details of the specifics so it can be implemented as quickly as possible. Also, contact with your local county health department, which regulates commercial food service providers (restaurants), and possibly the California Department of Food and Drug, which regulates food processors, will need to be made. Templates (fill in the blank) for the public notices and instructions can be obtained from our Division's website at [http://www.swrcb.ca.gov/drinking\\_water/programs/index.shtml](http://www.swrcb.ca.gov/drinking_water/programs/index.shtml).

We recommend that the following items be addressed in your plan:

- The names, titles, and phone numbers of the water system personnel who are responsible and authorized to implement the plan. A suggestion would be to include board members and civic organizations that may be available to assist.
- The names and phone number of newspapers, radio stations, TV stations, internet and other electronic media. Also, smaller and transient water systems may be able to use community bulletin boards and the post office.
- If a door-to-door method is used, the plan must specify who and how the notification will be carried out. It is important that the people going door-to-door are coordinated and trained so they distribute copies to the designated areas of the water system. Maps of the specific areas that the notices are to be distributed should be provided to the customers.
- Expect to receive follow-up phone calls and anticipate the questions that will be asked and have written responses for the persons answering the calls so consistent information is given. The persons answering the phones should *not* downplay the importance of the notification.
- Key facilities such as schools, hospitals, health/treatment centers, day care centers, convalescence homes, etc., should be directly notified by phone and/or hand notifications. Apartment and business owners/managers will need to be given sufficient copies and asked to distribute it to their tenants and employees. Your plan should list these facilities along with their contact information.